



August 5, 2019

Web Announcement 1940

## **Timeout Period in Provider Web Portal**

Effective August 6, 2019, the timeout period in the Provider Web Portal will change from 20 minutes to 15 minutes. If a computer is unattended or idle while logged into the Provider Web Portal, the user will receive a Timeout Notification after 10 minutes. Once the Timeout Notification is received, the user will have 5 minutes to click the Extend button to extend the working session or click the Cancel button to be logged off. If the Cancel button is selected or if no selection is made, the user will receive a second Timeout Notification indicating the session has ended and the user will need to return to the Welcome page to log on again.